

MUNTINLUPA CITY, PHILIPPINES
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VON EDWARD FRESA MAGALLANES

PROFESSIONAL SUMMARY

Expert in Customer service relations politely providing successful solutions using

active listening to ensure customer retention. Maintain strong company product and service

knowledge to assist customers with concerns and questions responsibly.

WORK EXPERIENCE

CAPITALONE PHILIPPINES SUPPORT SERVICE CORP. August 2015 to Present

Senior Operations Representative

- To take inbound calls and make outbound calls to handle account-related concerns and recommend optimal solutions within the desired levels of customer service delivery
- Account Servicing. Listens attentively to customers to address issues/questions Responsibly; Updates account information, as requested by the customer; transfers the customer to the appropriate department as needed
- Functional Knowledge. Displays expertise in product and service knowledge; Understands and adheres to company policies and procedures.

Muntinlupa City

EXPORT GLOBAL SOLUTIONS April 2014 to April 2015

Listener Care Representative

- Interacts with the company customers to provide them with information to address inquiries regarding products and services

Muntinlupa City

GOLDRICHS INCORPORATED January 2010 to March 2014

Customer Service Officer

- Providing customer support on exciting online games

Makati City

SKILLS

- Personable and approachable
- Creativity and Resourcefulness
- Business software - Microsoft Office Suite | G Suite
- Operating system - Microsoft Windows

PERSONAL INFORMATION

AGE:37
BIRTHDAY: October 25, 1986
SEX/HEIGHT/WEIGHT: Male/ 5'7 / 137lbs
CIVIL STATUS: Married

EDUCATION

TERTIARY 2003 to 2005
University of Perpetual Help Dalta System
Undergraduate BS NURSING
Laspiñas city

SECONDARY 1998 to 2003
Mary Cause of our Joy Catholic School
Muntinlupa City

PRIMARY 1992 to 1998
Mary Cause of our Joy Catholic School
Muntinlupa City

SEMINARS / TRAINING ATTENDED

Accelerating Business Decisions February 8, 2019
Capital One Philippines Support Service Corp
Northgate Cyberzone, Filinvest Corporate City Alabang Muntinlupa City
Coaching Conversation December 19, 2018
To have an effective conversation focused on issues related to individual and team performance Give quick, effective, and time-tested approaches to building coaching skills
Capital One Philippines Support Service Corp
Northgate Cyberzone, Filinvest Corporate City Alabang Muntinlupa City
Personal Effectiveness Program 1 June 11, 2005
Legacy For Life Inc.
Ortigas Centre Pasig City.
Leadership Training December 2004
Legacy For Life Inc.
Ortigas Centre Pasig City.

REWARDS AND RECOGNITION

NVO SOARING EAGLES
COPSSC Quarter 4 2022
NVO LOC (League of Champions)
COPSSC Quarter 1 2021
COPSSC Quarter 1 2022
ROAR (Recognizing outstanding associate result)
COPSSC Quarter 3 2018
COPSSC Quarter 3 2016
COPSSC Quarter 2 2016
Core Top Associate
COPSSC Quarter 2 2018